

**ORDINANCE, SCHEME OF EXAMINATION AND COURSE**  
**CURRICULLUM FOR**

**ONE YEAR DIPLOMA PROGRAMMES IN**

- **FRONT OFFICE MANAGEMENT (DFM)**
- **HOUSEKEEPING MANAGEMENT (DHK)**
- **FOOD PRODUCTION MANAGEMENT (DFP)**
- **F&B SERVICES MANAGEMENT (DFB)**

*2011 Onwards*



**INSTITUTE OF HOTEL & TOURISM MANAGEMENT**

**MAHARSHI DAYANAND UNIVERSITY – ROHTAK**

**HARYANA INDIA 124001**

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**INSTITUTE OF HOTEL & TOURISM MANAGEMENT**  
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**ORDINANCE AND COURSE CURRICULUM FOR**  
**ONE YEAR DIPLOMA PROGRAMMES *2011 Onwards***

1. One Year Diploma in Front Office Management (DFM)
2. One Year Diploma in Housekeeping Management (DHK)
3. One Year Diploma in Food & Beverage Services Management (DFB)
4. One Year Diploma in Food Production Management (DFP)

**A. ADMISSION AND ELIGIBILITY**

The duration of the One Year Diploma Programmes shall be one academic year. Each year shall be divided into two semesters. Thus, the One Year Diploma Programmes shall comprise of two semesters spread over One year. On the completion of all the two semesters, the students will be awarded

- One Year Diploma in Front Office Management (DFM)
- One Year Diploma in Housekeeping Management (DHK)
- One Year Diploma in Food & Beverage Services Management (DFB)
- One Year Diploma in Food Production Management (DFP)

A candidate can complete all the two semesters within a maximum period of 2 years from the date of admission to the first semester of the programme.

2. Admission to the first semester of the Programme shall be open to candidates who have passed

**Senior Secondary Examination i.e. 10+2 with at least 45% marks (pass marks in case of SC/ST candidates) in aggregate from Board of School Education Haryana, Bhiwani or any other examination recognized by M.D University Rohtak as equivalent thereto.**

3. The first to sixth semester examination shall be open to a regular student who:
  - a) bears a good moral character;
  - b) has been on the rolls of the Institute for the concerned semester;
  - c) has at least 75% attendance in the class during the concerned semester;

- d) The candidate may be promoted to the next semester class automatically unless detained from examination on any genuine grounds.

**B. EXAMINATION**

4. Every candidate shall be examined in the subject(s) as laid down in the Scheme of Examinations/Syllabus prescribed by the Academic Council from time to time.
5. The external examiner(s) will set the question papers as per the criteria laid down in the Scheme of Examinations for the programme.
6. **The medium of instruction and examinations shall be English ONLY.**
7. The last date of receipt of admission forms and fees shall be fixed by the Vice-Chancellor.
8. The amount of examination fee to be paid by a candidate for each semester shall be as per the decision of the University from time to time.
9. The Examinations for the odd semesters shall ordinarily be held in the month of December/January and for the even semesters in the month of May/June or on such dates as may be fixed by the Vice-Chancellor.

All Supplementary examinations will be held for re-appear/failed candidates along with regular semester examinations.

10. The Director/Principal of the Institute/College shall forward a list of the eligible students who have satisfied the requirements of rules for appearing in the Examinations to the Controller of Examinations, as per the schedule of examinations of the University.
11.
  - a) As soon as possible, after the termination of the examinations, the Controller of Examinations shall publish a list of candidates who have passed the Semester Examinations.
  - b) Each successful candidate shall receive a copy of the Detailed Marks Card on having passed the Semester Examinations.
12. The list of successful candidates after the sixth semester examinations shall be arranged in three divisions on the basis of aggregate marks obtained in the first to sixth semester examinations (for the award of BHM/BTM Degree) taken together and the division obtained by the candidate will be stated in his degree as under:
  - (a) Those who obtain 40% marks but less than 50% marks – **THIRD DIVISION**

- (b) Those who obtain 50% marks but less than 60% marks – SECOND DIVISION
- (c) Those who obtain 60% or more marks – FIRST DIVISION;
- (d) Those who pass all the semesters examination (1<sup>st</sup> to 6<sup>th</sup> semester) at the first attempt obtaining 75% or more marks in the aggregate shall be declared to have passed with – DISTINCTION.

**C. EVALUATION**

- 13 a) The Director/Principal of the concerned Institute/College shall forward the Internal Assessment marks of the students, as per the scheme of examinations, wherever specified, to the Controller of Examinations as per the following criteria:

i) Seminar presentation, class participation and Attendance	10 marks
ii) Case analysis and presentation	05 marks
iii) Surprise test(s)	05 marks

- b) The Director/Principal of the Institute/College will preserve the records on the basis of which the, Internal Assessment awards etc. have been prepared for inspection, if needed by the University up to one month from the date of declaration of the semester examinations results. This record including the attendance, will be disposed off after one month.

- 14 a) The internal assessment/training report/project report awards of a candidate who fails in any semester/paper(s) shall be carried forward to the next examinations.

- b) Candidate(s) who has not obtained pass marks in the Internal Assessment in any paper(s) etc. will be provided an opportunity to appear before the Committee of Examiners, to be constituted by the Director/Principal of the Institute/College, to re-assess performance of the candidate, corresponding to schedule given for supplementary examinations in Clause 9 and the Internal Assessment/Practical/Viva-voce given by the Committee shall be final.

- c) A candidate who fails to obtain pass marks in training report shall be accorded opportunity to undergo training again and the same shall be assessed by a External Examiner.

- d) A candidate who fails to obtain pass marks in viva-voce shall have to re-appear before the board of examiners as laid down in Clause 17, as per schedule specified for supplementary examinations in clause 9.

15. (a) Every student of Diploma Programme shall be required to undergo a practical **training in an industrial** organization approved by the Institute for One Month **as prescribed in the syllabus**. The candidates shall be required to undergo training in the various areas of the organization concerned. The organization may assign a specific project to the candidate, which will be completed by him/her during the period of training. The work done by the candidate during the training period shall be submitted in the typed form two

copies of a **training report**. The last date for the receipt of training report in the office of the Controller of Examinations shall be one month after the date of completion of training.

(b) The evaluation of the Training Report shall be done by the external examiner(s).

16. The Training Report, will be submitted in the form specified as under:
- a) The typing should be done on both sides of the paper (instead of single side printing)
  - b) The font size should be 12 with Times New Roman font.
  - c) The Training Report may be typed in 1.5 line spacing. But the References/Bibliography should be typed in single space.
  - d) The paper should be A-4 size.
  - e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.
- 17 (a) The comprehensive viva-voce for Training shall be conducted by a Board of Examiners to be appointed by the Vice-Chancellor on the recommendation of the Chairman, UG Board of Studies of the University, consisting of the following members:
- i) One Internal Faculty, nominated by the Director/Principal of the concerned Institute/College;
  - ii) One External Examiners from the academic field; and
  - iii) One Executive from reputed organizations.
- (Two members shall form the quorum.)
- (b) The marks obtained by the candidate in the viva-voce shall be taken into account when he appears in any future examiner under re-appear clause.
18. The practical exam(s) of the courses (wherever specified) shall be conducted by the following Board of Examiners, consisting of two members:
- a) Two internal faculty members ( to be appointed by the Director of the concerned Institute)
19. The minimum percentage of marks to pass the examination in each semester shall be:
- a) 40% in each written papers and internal assessment/computer practical;

- b) 40% in Training Report and Viva-Voce/Comprehensive Viva-voce, separately;
- c) 40% in the total of each semester examination.

**D. OTHER PROVISIONS**

- 20. There will be no improvement facilities available to Diploma students. However, grace marks will be allowed as per University Rules.
- 21. Lateral entry to II year of BHM/BTM Programme shall be applicable for candidates who have completed One Year diploma in F&B Service/ Housekeeping/ Food Production/ Front office or any other One Year Diploma offered in Hotel & Tourism Mgmt from MDU. In case of candidates from other recognized University/ Board/ Institutions the provision of lateral entry to II year shall be applicable only if the candidate has completed one year diploma programme in Hotel/ Tourism Management or related field after 10+2; and seventy percent syllabus should match with First year of BHM/BTM programme being offered by MDU.
- 23. Any dispute arising on account of implementation of this ordinance shall be referred to a committee of three members to be appointed by the vice chancellor and its decision shall be final and binding on all. The procedure and rules for this Programme, implementation shall be a binding on the college/ institutes, which will be framed and approved by the University from time to time.
- 24. Nothing in this Ordinance shall deem to debar the University from amending the Ordinance and the same shall be applicable to all the students whether old or new.
- 25. Any other provision not contained in the above shall be governed by the rules and regulations framed by the University from time to time.

**ONE YEAR DIPLOMA IN FRONT OFFICE**  
**Curriculum and Scheme of Examination**

The course will be divided into 2 semesters

**FIRST SEMESTER**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DFO 101	Front Desk Skills	80	20	50	150
11 DFO 102	Food Service - I	80	20	-	100
11 DFO 103	Housekeeping-1	80	20	50	150
11 DFO 104	Front Office -1	80	20	50	150
11 DFO 105	Application of Computers	80	20	50	150
11 DFO 106	Personality Development	-	50	50	100
		400	150	250	800

**II Semester**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DFO 201	Advance Front Office	80	20	50	150
11 DFO 202	F&B Service -II	80	20	-	100
11 DFO 203	Housekeeping-II	80	20	50	150
11 DFO 204	Front Office -II	80	20	50	150
11 DFO 205	Business Communication	80	20	-	100
11 DFO 206	Industrial Training	100		50	150
		500	100	200	800

**ONE YEAR DIPLOMA IN HOUSEKEEPING**  
**Curriculum and Scheme of Examination**

The course will be divided into 2 semesters

**FIRST SEMESTER**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DHK 101	Accommodation Operations-1	80	20	50	150
11 DHK 102	Food Service - I	80	20		100
11 DHK 103	Housekeeping-1	80	20	50	150
11 DHK 104	Front Office -1	80	20	50	150
11 DHK 105	Application of Computers	80	20	50	150
11 DHK 106	Personality Development	-	50	50	100
		400	150	250	800

**II Semester**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DHK 201	Laundry & Linen Mgmt	80	20	50	150
11 DHK 202	F&B Service -II	80	20		150
11 DHK 203	Housekeeping-II	80	20	50	100
11 DHK 204	Front Office-II	80	20	50	150
11 DHK 205	Business Communication	80	20	-	100
11 DHK 206	Industrial Training	100	-	50	150
		500	100	200	800



**ONE YEAR DIPLOMA IN F & B SERVICES**  
**Curriculum and Scheme of Examination**

The course will be divided into 2 semesters

**FIRST SEMESTER**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DFB 101	Food Production –I	80	20	50	150
11 DFB 102	Food Service - I	80	20	50	150
11 DFB 103	Menu Planning	80	20		100
11 DFB 104	Front Office -I	80	20	50	150
11 DFB 105	Application of Computers	80	20	50	150
11 DFB 106	Personality Development	-	50	50	100
		400	150	250	800

**II Semester**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DFB 201	Food Production - II	80	20	50	150
11 DFB 202	F&B Service -II	80	20	50	150
11 DFB 203	Banquet Operations	80	20		100
11 DFB 204	Industrial Training	100		50	150
11 DFB 205	Business Communication	80	20	-	100
11 DFB 206	Bar & Beverage Operations	80	20	50	150
		500	150	300	800

**ONE YEAR DIPLOMA IN FOOD PRODUCTION**  
**Curriculum and Scheme of Examination**

The course will be divided into 2 semesters

**FIRST SEMESTER**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DFP 101	Food Production –I	80	20	50	150
11 DFP 102	Food Service - I	80	20	50	150
11 DFP 103	Menu Planning	80	20		100
11 DFP 104	Front Office -I	80	20	50	150
11 DFP 105	Application of Computers	80	20	50	150
11 DFP 106	Personality Development	-	50	50	100
		400	150	250	800

**II Semester**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DFP 201	Food Production - II	80	20	50	150
11 DFP 202	F&B Service -II	80	20	50	150
11 DFP 203	Food Production Operation -1	80	20		100
11 DFP 204	Industrial Training			150	150
11 DFP 205	Business Communication	80	20	-	100
11 DFP 206	Food Production Management	80	20	50	150
		400	100	300	800

**ONE YEAR DIPLOMA IN FRONT OFFICE/ HOUSEKEEPING/ FOOD  
PRODUCTION/ F&B SERVICES - MANAGEMENT  
MAHARSHI DAYANAND UNIVERSITY ROHTAK  
[ihtm@in.com](mailto:ihtm@in.com) / [ihtm.mdurohtak@gmail.com](mailto:ihtm.mdurohtak@gmail.com)  
Guidelines for Paper Setting/ Exams**

**OBJECTIVE:**

The course familiarizes the students with the Hospitality Business & Management. The course is blend of theory and practical to develop a professional attitude & skills for trade in students. Being professional in nature the course aims to inculcate professional values & ethics with focus on hospitality management & operations.

**APPROACHES:**

Lectures, Group Discussions, Presentations, Practical, Case studies, Business Games & Field Tours

**REQUIREMENTS:**

Regular attendance and active participation during the course of the semester; Books & Literature Surveys, Long Essays and Assignments; Seminars Presentations etc.

**EVALUATION:**

The performance of the students will be evaluated on the basis of class participation, house tests; regularity & assignments, carrying 30% credit and the rest through term end examinations. (Three Hours Duration)

**MODE OF PAPER SETTING:**

There will be eight questions in all and candidates will have to attempt six questions. First question will be compulsory and of 20 Marks and shall contain 10 short answer type questions. These questions shall be spread over the whole syllabus. Rest seven questions shall be 12 marks each and will be set unit wise or in such a way that covers whole syllabus, where option of attempting any five among these 7 questions will be given. These questions shall judge both theoretical & applied knowledge of students. Case studies may also be given in the questions.

<b>Sample Question Paper Format</b>		Max Marks – 80
<b>DIPLOMA PROGRAMME</b>		
Time Allowed: 3 Hours		
<i>Note: Attempt any six questions, Question No -1 is compulsory</i>		
1. Short answer type questions ( <i>Compulsory</i> )		(2*10=20 Marks)
2. Question 2		(12 - Marks)
3. Question 3		(12 - Marks)
4. Question 4 Subjective/ case study/ numerical/ other		(12 - Marks)
5. Question 5		(12 - Marks)
6. Question 6		(12 - Marks)
7. Question 7		(12 - Marks)
8. Question 8		(12 - Marks)

**ONE YEAR DIPLOMA IN FRONT OFFICE**  
**Curriculum and Scheme of Examination**

The course will be divided into 2 semesters

**FIRST SEMESTER**

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFO 101	Front Desk Skills	80	20	50	150
11 DFO 102	Food Service - I	80	20	-	100
11 DFO 103	Housekeeping-1	80	20	50	150
11 DFO 104	Front Office -1	80	20	50	150
11 DFO 105	Application of Computers	80	20	50	150
11 DFO 106	Personality Development	-	50	50	100
		400	150	250	800

**II Semester**

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFO 201	Advance Front Office	80	20	50	150
11 DFO 202	F&B Service -II	80	20	-	100
11 DFO 203	Housekeeping-II	80	20	50	150
11 DFO 204	Front Office -II	80	20	50	150
11 DFO 205	Business Communication	80	20	-	100
11 DFO 206	Industrial Training	100		50	150
		500	100	200	800

## **11 DFO 101- FRONT DESK SKILLS**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### **Theory**

#### **Unit 1:**

Registration: concept, systems and its procedure, Registration form and C Form  
Bell Desk and concierge: functions; luggage, paging, message and left luggage handling procedure

#### **Unit 2:**

Guest Security: Introduction and importance, handling emergency situations  
Key control

#### **Unit 3:**

Guest check out procedures and systems, Cash and billing operations, manual and computer accounting, Foreign exchange handling

#### **Unit 4:**

Front Office Accounting: Ledger, Guest Ledger, City Ledger, Cash paid out, Tips and advances

Front office Cashiering, Foreign currency awareness and handling procedures, The guest folio, Tracking transactions - account allowance.

### **Practical**

#### **01 HANDS ON PRACTICAL OF MANUAL / COMPUTER**

#### **APPLICATION ON SOFTWARE, STUDENTS SHOULD BE ABLE TO :**

- (i) Register- in a reservation
- (ii) Register an arrival

- (iii) Amend a reservation
- (iv) Cancel a reservation
- (v) Post a charge
- (vi) Make a group reservation
- (vii) Make a folio
- (viii) Make a room change
- (ix) Show a departure/ checkout
- (x) Print a folio
- (xi) Print reports such as expected arrivals and departure for the day.

**02 FAMILIRISATION WITH RECORD BOOKS, LISTS &FORMS SUCH. AS :**

- a) Arrival/ departure register
  - b) Departure intimation
  - c) Arrival/ Departure list
  - d) No show/ cancellation repot
  - e) VIP List
  - f) Fruits & Flowers requisition
  - g) Left luggage register
  - h) Bell boy movement control sheet
  - i) Scanty Baggage Register
  - j) Arrival & Departure errands cards
  - k) Expected arrival/ departure list
- Skills to handle luggage, paging, message and left luggage
  - Skills to handle Guest check out procedures

**Books Recommended**

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel front office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Principles of Hotel Front Office Operations, Sue Baker& Jeremy Huyton, Continuum

**11 DFO 102- FOOD & BEVERAGE SERVICE FOUNDATION**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Theory**

**Unit – 1 F&B Services:** –Introduction, Importance, Function, Sections  
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- Unit- 2** Classification of catering establishment- commercial and non commercial  
**Departmental Organization & Staffing** – Organization Structure of F&B Services in different types of Hotels.  
Job Descriptions and Job specifications of different F&B service positions, attributes of F&B personnel
- Unit- 3** **Food & Beverage Service equipments:** Introduction, Classification and features.
- Unit-4** **Food & Beverage Service Methods:** Introduction, Classification and features.

**Practical:**

- Personal grooming
- Knowledge of equipments
- Knowledge of various food service methods
- F&B service terminology

**Suggested Readings:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

**11 DFO 103- HOUSEKEEPING – I**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Theory**

**Unit-1**

Introduction: Meaning and definition. Importance of Housekeeping, Responsibility of the Housekeeping department, a career in the Housekeeping department.. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities

of the Housekeeping staff - skills of a good Housekeeper, Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department.

### **Unit-2**

Housekeeping Procedures: Briefing, Debriefing, Gate pass, indenting from stores. Inventory of Housekeeping Items, House keeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Formats and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk..

### **Unit-3**

The Hotel Guest Room: Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest rooms. Guest Room Features – Housekeeping Perspective.

### **Unit-4**

Cleaning Science: Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial).,Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment. Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

### **Practical**

- 01 Rooms layout and standard supplies. (Amenities)
- 02 Identification of cleaning equipments both manual and Mechanical. Use of different Brushes, brooms, mops, identification of cleaning agents.
- 03 Maids Trolley: Set Up, Stocking and usage.
- 04 Bed making:
  - Identifying of linen.
  - Step by step procedure for making bed/ Turn down service.

### **Suggested Readings:**

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- House Craft – Valerie Paul
- House Keeping Management - Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones



- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer  
Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, ; Wiley Publications

### 11 DFO 104- FRONT OFFICE -I

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

#### **Theory:**

##### **Unit 1:**

Tourism Industry: Introduction, 5 A's of tourism, Hospitality Industry: Introduction, origin and its nature, Development and growth in India

##### **Unit 2:**

Accommodation Industry, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others.

##### **Unit 3:**

Organization structure of hotels, Various departments and sub-departments in a hotel, Their profile and activities.

##### **Unit 4:**

Front Office: Functions and its importance, Different sections of the front office department and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier.

Inter and intra-department coordination

#### ***(Practical)***

- Know DO'S and Don'ts of conducting themselves in the front office
- Personal grooming
- Knowledge of equipments

- Inter department and intra department co-ordination/linkages
- Handling situations
- Front office terminology

**Suggested Readings:**

- 1) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- 9) Check in Check out- Jerome Vallen
- 10) Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley Internatioanl

**11 DFO 105 Application of Computers**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Unit I**

**Introduction to Computers**

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotel.

**Unit II**

**Introduction to Computer Hardware's**

Components of Computers-Hardware: Hardware elements - input, storage, processing & output devices. Block diagram of computer,

**Unit II**

**Introduction to Computer Software's**

Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS-Word. MS-Excel and MS-Power Point;

**Unit IV**

**Introduction to Internet**

Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing).Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines.

**Suggested Readings:**

Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.  
June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.  
Comer 4e, Computer networks and Internet, Pearson Education  
White, Data Communications & Computer Network, Thomson Learning, Bombay.

**11 DFO 106– PERSONALITY DEVELOPMENT**

Internal Practical: 100  
Time : 3 Hrs

**(a) Personality Enrichment**

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening

**(b) Stress Management**

Meaning, purpose, techniques

**(c) Personality Development Strategies**

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of ‘Small Talk’ before serious business

**(d) Interpersonal Skills**

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place

**(e) Group Discussion**

Team behavior, how to effectively conduct yourself during GD, do’s and don’ts, clarity of thoughts and its expression

**(f) Telephone conversation**

Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent

**(g) Basic concept of Recruitment and Selection**

Intent and purpose, selection procedure, types of interviews

**(h) Preparing for interviews**

Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions

**(i) Facing an interview panel**

Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, mental frame – work during interviews

**(j) Presentation**

Presentation skills, seminar skills role – plays

**(k) Electronic Communication Techniques:** E mail, Fax,

**(l) Travel & Hospitality Etiquettes:** Bus , Train, Flight, Hotel Manners

**Suggested Readings:**

1. Personal management and Human Resources, by C.S. Venkata Ratanam and B.K. Srivastava, Published by Tata McGraw Hill Publishing Ltd. New Delhi
2. Human Behaviour at Work, By : Keith Davis, Published By : Tata McGraw Hill Pub. Ltd. N. Delhi
3. Im OK, You re OK, by : Thomas A. Harris, Publihed By : Pan Books, London and Sydney
4. Pleasure of your Company, by : Ranjana Salgaocar, Published By : Pyramid Publishers, Goa
5. How to get the job you want, by : Arun Agarwal, Published By : Vision Books, New Delhi
6. Get That Job, Rohit Anand & Sanjeev Bikhchandani, Harper Collins
7. How to succeed at interviews, by : Sudhir Andrews, Published By : Tata McGraw Hill Pub. N. Delhi
8. Interview for all competitive exams, G.K. Puri, Published by : I.I.M, Near Masjid Road, New Delhi
9. Introduction to Hospitality Industry – Bagri & Dahiya, Aman Publications New Delhi
10. Interview in a nutshell, S.K. Sachdeva, Published by : Competition Review Pvt. Ltd. New Delhi

**Semester-II**

**11 DFO 201- ADAVNCE FRONT OFFICE**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

## **Theory**

### **Unit 1:**

Night Auditing: Introduction, Objectives and job description of Night Auditor  
Night Audit process  
Preparing night audit reports

### **Unit 2:**

Yield Management: Objective and benefits  
Tools and strategies  
Formulas for measuring yield

### **Unit 3:**

Ownership Structure of Hotels: Introduction, Concept, Types, their features advantages and disadvantages  
Management Contract, Chains & Franchise/ Affiliated, Time Share.

### **Unit 4:**

Computers in Hotel and Knowledge of Property Management Systems as required by Hotels

## **Practical**

1. Yield management calculations. Preparing statistical data based on actual calculations
2. Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
3. Preparation of sales letters, brochure, tariff cards and other sales documents
4. Computer proficiency in all hotel computer applications - actual computer lab hours

## **Books Recommended**

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front Office Management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell

## **11 DFO 202- FOOD & BEVERAGE SERVICE -II**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### Theory

- Unit – 1** **Menu:** –Introduction, Importance, and Types (detailed description of each type): A la Carte &TDH, Factors affecting menu item selection. French Classical Menu
- Unit- 2** **Non Alcoholic Beverages:** Classification & Services, Storage.
- Unit- 3** **Breakfast Service:** Introduction, types, features, table layouts and service.  
KOT
- Unit-4** **Room Service:** Introduction, Organisation, Cycle, Equipments, Types, Menu and various forms.

### Practical:

- Various Menu services, their table layouts and service sequences for:
  - o A La Carte and TDH
  - o Room Service
  - o Breakfast
- **BREAKFAST SERVICES PRACTICAL**
  - (i) Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
  - (ii) Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:** - Trolley Tray Breakfast set up and service for rooms.

### Suggested Readings:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Gramh Brown, Publisher: Global Books & Subscription Services New Delhi

## 11 DFO 203- HOUSEKEEPING – II

External Marks: 80

Internal Marks: 20

## **Theory**

### **Unit-1**

Cleaning of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

### **Unit-2**

Cleaning of Guest Rooms: Daily cleaning of (Occupied/Departure vacant Under repair VIP rooms, Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning - Replenishment of Guest supplies and amenities.

### **Unit-3**

Housekeeping Supervision: Importance of inspection, Check-list for inspection, Typical areas usually neglected where special attention is required, Self-supervision techniques for cleaning staff, Degree of discretion / delegation to cleaning staff.

### **Unit-4**

Linen/Uniform Tailor Room: Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock.

## **Practical**

### **S.No. Topic**

- 01 (i) Layout of linen room and uniform room  
(ii) Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase, cloak rooms, corridor, offices, Back areas)
- 02 Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
- 03 Cleaning of different surfaces e.g. windows , tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

## **Suggested Readings:**

- Hotel and Catering Studies – Ursula Jones

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping –Operations & Management : G. Raghubalan, Oxford University Press
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler’s Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, Publisher: VNR.

### **11 DFO 204- FRONT OFFICE –II**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

#### **Theory**

##### **Unit 1:**

Organization structure of front office of different category of hotels, Qualities of Front office staff, Job description and specification of front office staff

##### **Unit 2:**

Equipments used at front office - Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments , Knowledge of rooms and plans, Basis of Room charging, Tariff fixation

##### **Unit 3:**

Front desk operations & functions during different stages of guest cycle. Role and functions of lobby manager, handling complaints.

##### **Unit 4:**



Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, procedure

### **Practical**

- Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.
- Skills to handle telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Identification of F.O. equipment.
- Telephone handling at Reservations and Standard phrases.
- Role play :  
At the porch, Guest driving in. Doorman opening the door and saluting guest; Calling bellboy.  
At the Front Desk : Guest arriving ; greeting & offering welcome drink, Checking if there is a booking.
- **FAMILIRISATION WITH RECORD BOOKS, LISTS &FORMS SUCH. AS :**
  - (i) Arrival/ departure register
  - (ii) Departure intimation
  - (iii) Arrival/ Departure list
  - (iv) No show/ cancellation repot
  - (v) VIP List
  - (vi) Fruits & Flowers requisition
  - (vii) Left luggage register
  - (viii) Bell boy movement control sheet
  - (ix) Scanty Baggage Register
  - (x) Arrival & Departure errands cards
  - (xi) Expected arrival/ departure list

### **Suggested Readings:**

- 1) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- 9) Check in Check out- Jerome Vallen

## 11 DFO 205- BUSINESS COMMUNICATION

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### UNIT-I

#### COMMUNICATION –TYPES & PROCESS

Introduction, definitions, Process of communication, Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way, Mediums of communication, Listening, Barriers to Communication

### UNIT-II

#### WRITTEN COMMUNICATION

Business report, business representation, formal letter. Drafting effective letter, formats, style of writing, Use of jargons. Handling meetings: Types of meetings, Structuring a meeting: agenda and minutes, Conducting a meeting.

### UNIT-III

#### SPEECHES

Drafting, a speech, presentation, Personal grooming, Paragraphs and creative writing, Extempore

### UNIT – IV

#### GROUP PRESENTATION

Realizing the difference between a team and a group. Audience orientation, group projects.

Planning a presentation - Mind Mapping, Theme, Subject, Handling question and feedback.

#### Practical's:

**Remedial Grammar:** Agreement of verb and subject; Nouns: singular or plural? Some special cases; The partitive use of *of* ; Tenses: Simple and progressive (continuous) forms of the present tense, simple and progressive forms of the past tense, the progressive form of the perfect and tense with since; the courtesy words *please* and *thank you* ; Dates and The Time.

**Listening On The Job:** Definition, importance and types of listening, Listening barriers, Guidelines for effective listening. **Effective Speaking:** Addressing a group, Essential qualities of a good speaker, Audience analysis, Defining the purpose of a speech, organizing the ideas and delivering the speech: Practice delivering the speech. Suggested Topics :Like 1. Promotion of awareness among high school students towards career in hospitality Industry. 2 Effective Communication for successful career etc

Introduction to Group Discussion Techniques with Debate and Extempore, Employment Interview,

**Dialogue Writing** focusing situations in hospitality sector. Hotel Terminology.

Practical aspects like :

1. Practicing role-play
2. Organize group discussion on : how to succeed in an interview
3. Organize debate competition.

**Suggested Reading:**

- 1) Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
- 2) Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- 3) Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
- 4) Business Communication- K.K.Sinha
- 5) Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
- 6) How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
- 7) Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
- 8) Body Language By Allan Pease, Publisher Sheldon Press
- 9) Business Correspondence and Report Writing", Sharma, RC. and Mohan, K., Tata McGraw Hill, 1994 "Model Business Letters", Gartside, L., Pitman, 1992
- 10) Communications in Tourism & Hospitality, Lynn Van Oer Wagen, Hospitality Press

**11 DFO 206- INDUSTRIAL TRAINING**

External Marks Report: 100

Practical: 50

Duration of Exposure: 4 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel. 03 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager / Concerned Officer of the unit trained in. Industrial Exposure will require an input of 28 working days. Students who are unable to complete a minimum of 15 days of industrial training would be disallowed from appearing in the term end examinations. Students who complete more than 15 days of industrial exposure but are unable to complete minimum 21 days due to medical reasons may make good during the vacations. Such students will be treated as ‘absent’ in industrial training and results.

Once the student has been selected / deputed for industrial exposure by the institute, he/ she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel / training unit to other of their own. The training in III semester necessarily needs to be in an approved hotel

equivalent to three star or above/ Heritage or other such good property. Prior written approval to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure in both semesters.

#### **Training Schedule:**

Concerned Area of Diploma As applicable – 4 Weeks (Front Office: 4 weeks; Food and Beverage Service: 4 weeks, Food Production: 4 weeks; Housekeeping 4 Weeks) Total : 4 weeks

#### **Academic Credits for training shall be based on following**

Log books and attendance, Appraisals, Report and presentation.

All trainees must ensure that the log books and appraisals are signed by the departmental / sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a hand written report (about 5000 words) on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned / observed. (*Refer to What to Observe Sheets for more details.*)

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook. ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report in the concerned Department.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure

#### **WTO (What to Observe)**

##### **Front Office**

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, vip's etc
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer

8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handling of room changes / rate amendments / date amendments / joiners / one person departure / allowances / paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievances, requests etc
29. BELL DESK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedures, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. TRAVEL DESK: coordination, booking, transfers etc.

**ONE YEAR DIPLOMA IN HOUSEKEEPING  
Curriculum and Scheme of Examination**

The course will be divided into 2 semesters

**FIRST SEMESTER**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DHK 101	Accommodation Operations-1	80	20	50	150
11 DHK 102	Food Service - I	80	20		100
11 DHK 103	Housekeeping-1	80	20	50	150
11 DHK 104	Front Office -1	80	20	50	150
11 DHK 105	Application of Computers	80	20	50	150
11 DHK 106	Personality Development	-	50	50	100
		400	150	250	800

**II Semester**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DHK 201	Laundry & Linen Mgmt	80	20	50	150
11 DHK 202	F&B Service -II	80	20		150
11 DHK 203	Housekeeping-II	80	20	50	100

11 DHK 204	Front Office-II	80	20	50	150
11 DHK 205	Business Communication	80	20	-	100
11 DHK 206	Industrial Training	100	-	50	150
		500	100	200	800

### **11 DHK 101- ACCOMMODATION OPERATIONS -1**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

#### **Theory**

##### **Unit-1**

Interior Decoration: Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture.

**Unit-2** Colors: Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes.

**Unit-3** Floor & Wall Covering: Types and Characteristics, Carpets: Selection, Care and Maintenance. Windows, Curtains, and Blinds. Flower Arrangement: Concept & Importance, Types & Shapes, Principles.

**Unit-4** Safety Awareness and First Aid: Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/Staff/Public areas/Rooms/Back office areas,

#### **PRACTICAL**

1. TEAM CLEANING { VARIOUS AREAS }

2. First Aid Familiarization of basic medicines and bandaging, Covering cuts and wounds.
3. Flower arrangements
4. Special Decorations
5. How to do a guest room inspection :
  - Use of check list.
  - Making a maintenance order
  - Follow up with control Desk.

### **Books Recommended**

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal .
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, Publisher: VNR.

### **11 DHK 102- FOOD & BEVERAGE SERVICE FOUNDATION**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### **Theory**

**Unit – 1 F&B Services:** –Introduction, Importance, Function, Sections  
Classification of catering establishment- commercial and non commercial



- Unit- 2**      **Departmental Organization & Staffing** – Organization Structure of F&B Services in different types of Hotels.  
Job Descriptions and Job specifications of different F&B service positions, attributes of F&B personnel
- Unit- 3**      **Food & Beverage Service equipments:** Introduction, Classification and features.
- Unit-4**      **Food & Beverage Service Methods:** Introduction, Classification and features.

**Practical:**

- Personal grooming
- Knowledge of equipments
- Knowledge of various food service methods
- F&B service terminology

**Suggested Readings:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

**11 DHK 103- HOUSEKEEPING – I**

External Marks: 80

Internal Marks: 20

Practical: 50

Time                    : 3 Hrs

**Theory**

**Unit-1**

Introduction: Meaning and definition. Importance of Housekeeping, Responsibility of the Housekeeping department, a career in the Housekeeping department.. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department.

### **Unit-2**

Housekeeping Procedures: Briefing, Debriefing, Gate pass, indenting from stores. Inventory of Housekeeping Items, House keeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Formats and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk..

### **Unit-3**

The Hotel Guest Room: Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest rooms. Guest Room Features – Housekeeping Perspective.

### **Unit-4**

Cleaning Science: Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial)..Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment. Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

### **Practical**

- 01 Rooms layout and standard supplies. (Amenities)
- 02 Identification of cleaning equipments both manual and Mechanical. Use of different Brushes, brooms, mops, identification of cleaning agents.
- 03 Maids Trolley: Set Up, Stocking and usage.
- 04 Bed making:
  - Identifying of linen.
  - Step by step procedure for making bed/ Turn down service.

### **Suggested Readings:**

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- House Craft – Valerie Paul
- House Keeping Management - Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Ial
- Commercial Housekeeping & Maintenance – Stanley Thornes

- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer  
Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, ; Wiley Publications

### **11 DHK 104- FRONT OFFICE -I**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

#### **Theory:**

##### **Unit 1:**

Tourism Industry: Introduction, 5 A's of tourism, Hospitality Industry: Introduction, origin and its nature, Development and growth in India

##### **Unit 2:**

Accommodation Industry, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others.

##### **Unit 3:**

Organization structure of hotels, Various departments and sub-departments in a hotel, Their profile and activities.

##### **Unit 4:**

Front Office: Functions and its importance, Different sections of the front office department and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier.

Inter and intra-department coordination

**(Practical)**

- Know DO'S and Don'ts of conducting themselves in the front office
- Personal grooming
- Knowledge of equipments
- Inter department and intra department co-ordination/linkages
- Handling situations
- Front office terminology

**Suggested Readings:**

- 1) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- 9) Check in Check out- Jerome Vallen
- 10) Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley Internatioanl

**11 DHK 105 Application of Computers**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Unit I**

**Introduction to Computers**

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotel.

**Unit II**

**Introduction to Computer Hardware's**

Components of Computers-Hardware: Hardware elements - input, storage, processing & output devices. Block diagram of computer,

**Unit II**

**Introduction to Computer Software's**

Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS-Word. MS-Excel and MS-Power Point;

## Unit IV

### Introduction to Internet

Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines.

### Suggested Readings:

Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.

June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.

Comer 4e, Computer networks and Internet, Pearson Education

White, Data Communications & Computer Network, Thomson Learning, Bombay.

## 11 DHK 106– PERSONALITY DEVELOPMENT

Internal Practical: 100  
Time : 3 Hrs

- **Personality Enrichment**
- Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening
- **Stress Management**
- Meaning, purpose, techniques
- **Personality Development Strategies**
- Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance And art of ‘Small Talk’ before serious business
- **Interpersonal Skills**
- Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place
- **Group Discussion**
- Team behavior, how to effectively conduct yourself during GD, do’s and don’ts, clarity of thoughts and its expression

- **Telephone conversation**
- Thumb rules, voice modulation, tone, do's & don'ts, manners and accent
- **Basic concept of Recruitment and Selection**
- Intent and purpose, selection procedure, types of interviews
- **Preparing for interviews**
- Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions
- **Facing an interview panel**
- Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, mental frame – work during interviews
- **Presentation**
- Presentation skills, seminar skills role – plays
- **Electronic Communication Techniques:** E mail, Fax,
- **Travel & Hospitality Etiquettes:** Bus , Train, Flight, Hotel Manners

**Suggested Readings:**

- Personal management and Human Resources, by C.S. Venkata Ratanam and B.K. Srivastava, Published by Tata McGraw Hill Publishing Ltd. New Delhi
- Human Behaviour at Work, By : Keith Davis, Published By : Tata McGraw Hill Pub. Ltd. N. Delhi
- Im OK, You re OK, by : Thomas A. Harris, Publsihed By : Pan Books, London and Sydney
- Pleasure of your Company, by : Ranjana Salgaocar, Published By : Pyramid Publishers, Goa
- How to get the job you want, by : Arun Agarwal, Published By : Vision Books, New Delhi
- Get That Job, Rohit Anand & Sanjeev Bikhachandani, Harper Collins
- How to succeed at interviews, by : Sudhir Andrews, Published By : Tata McGraw Hill Pub. N. Delhi
- Interview for all competitive exams, G.K. Puri, Published by : I.I.M, Near Masjid Road, New Delhi
- Introduction to Hospitality Industry – Bagri & Dahiya, Aman Publications New Delhi
- Interview in a nutshell, S.K. Sachdeva, Published by : Competition Review Pvt. Ltd. New Delhi

## 11 DHK 201- LAUNDRY & LINEN MANAGEMENT

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### Theory

#### Unit-1

Laundry Management: In-house Laundry vis contract Laundry: merits & demerits, Layout, Laundry Flow process

#### Unit-2

Laundry equipment (Washing machine, Hydro extractor, Tumbler, Calendar/Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables), Stains and Stain removal, Laundry detergents.

#### Unit-3

Planning Trends in Housekeeping: Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, Planning for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping:

#### Unit-4

Special Provisions for Handicapped Guests: Guest room - added features and modifications, Public Areas: Wash - rooms, restaurants, main entrance etc. added features and modifications. Interdepartmental coordination especially with Room-service, Maintenance, Telephone, security and front desk.

### Practical

1. Laundry equipment handling
2. Laundry operations
3. Handling different types of fabrics in manual & mechanical laundry
4. Special decorations
4. Stain Removal: Different types of stains to be removed by hand using different chemicals.

### Books Recommended

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal .
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal Commercial
- Housekeeping & Maintenance – Stanley Thornes

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler’s Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, Publisher: VNR.

## 11 DHK 202- FOOD & BEVERAGE SERVICE -II

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### Theory

- Unit – 1** **Menu:** –Introduction, Importance, and Types (detailed description of each type): A la Carte &TDH, Factors affecting menu item selection. French Classical Menu
- Unit- 2** **Non Alcoholic Beverages:** Classification & Services, Storage.
- Unit- 3** **Breakfast Service:** Introduction, types, features, table layouts and service.  
KOT
- Unit-4** **Room Service:** Introduction, Organisation, Cycle, Equipments, Types, Menu and various forms.

### Practical:

- Various Menu services, their table layouts and service sequences for:
  - A La Carte and TDH
  - Room Service
  - Breakfast
- **BREAKFAST SERVICES PRACTICAL**



- (i) Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
  - (ii) Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:** - Trolley Tray Breakfast set up and service for rooms.

**Suggested Readings:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

**11 DHK 203- HOUSEKEEPING – II**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Theory**

**Unit-1**

Cleaning of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

**Unit-2**

Cleaning of Guest Rooms: Daily cleaning of (Occupied/Departure vacant Under repair VIP rooms, Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning - Replenishment of Guest supplies and amenities.

### Unit-3

Housekeeping Supervision: Importance of inspection, Check-list for inspection, Typical areas usually neglected where special attention is required, Self-supervision techniques for cleaning staff, Degree of discretion / delegation to cleaning staff.

### Unit-4

Linen/Uniform Tailor Room: Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock.

### Practical

#### S.No. Topic

- 01 (i) Layout of linen room and uniform room  
(ii) Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase, cloak rooms, corridor, offices, Back areas)
- 02 Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
- 03 Cleaning of different surfaces e.g. windows , tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

### Suggested Readings:

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping –Operations & Management : G. Raghubalan, Oxford University Press
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales

- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, Publisher: VNR.

### **11 DHK 204- FRONT OFFICE –II**

External Marks: 80  
Internal Marks: 20  
Practical: 50  
Time : 3 Hrs

#### **Theory**

##### **Unit 1:**

Organization structure of front office of different category of hotels, Qualities of Front office staff, Job description and specification of front office staff

##### **Unit 2:**

Equipments used at front office - Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments , Knowledge of rooms and plans, Basis of Room charging, Tariff fixation

##### **Unit 3:**

Front desk operations & functions during different stages of guest cycle. Role and functions of lobby manager, handling complaints.

##### **Unit 4:**

Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, procedure

#### **Practical**

- Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.
- Skills to handle telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Identification of F.O. equipment.
- Telephone handling at Reservations and Standard phrases.
- Role play :  
At the porch, Guest driving in. Doorman opening the door and saluting guest; Calling bellboy.  
At the Front Desk : Guest arriving ; greeting & offering welcome drink, Checking if there is a booking.
- **FAMILIRISATION WITH RECORD BOOKS, LISTS &FORMS SUCH. AS :**

- (i) Arrival/ departure register
- (ii) Departure intimation
- (iii) Arrival/ Departure list
- (iv) No show/ cancellation report
- (v) VIP List
- (vi) Fruits & Flowers requisition
- (vii) Left luggage register
- (viii) Bell boy movement control sheet
- (ix) Scanty Baggage Register
- (x) Arrival & Departure errands cards
- (xi) Expected arrival/ departure list

**Suggested Readings:**

- 1) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- 9) Check in Check out- Jerome Vallen

**11 DHK 205- BUSINESS COMMUNICATION**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**UNIT-I**

**COMMUNICATION –TYPES & PROCESS**

Introduction, definitions, Process of communication, Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way, Mediums of communication, Listening, Barriers to Communication

**UNIT-II**

**WRITTEN COMMUNICATION**

Business report, business representation, formal letter. Drafting effective letter, formats, style of writing, Use of jargons. Handling meetings: Types of meetings, Structuring a meeting: agenda and minutes, Conducting a meeting.

**UNIT-III**

**SPEECHES**

Drafting, a speech, presentation, Personal grooming, Paragraphs and creative writing, Extempore

## UNIT – IV

### GROUP PRESENTATION

Realizing the difference between a team and a group. Audience orientation, group projects.

Planning a presentation - Mind Mapping, Theme, Subject, Handling question and feed back.

### Practical's:

**Remedial Grammar:** Agreement of verb and subject; Nouns: singular or plural? Some special cases; The partitive use of *of* ; Tenses: Simple and progressive (continuous) forms of the present tense, simple and progressive forms of the past tense, the progressive form of the perfect and tense with since; the courtesy words *please* and *thank you* ; Dates and The Time.

**Listening On The Job:** Definition, importance and types of listening, Listening barriers, Guidelines for effective listening. **Effective Speaking:** Addressing a group, Essential qualities of a good speaker, Audience analysis, Defining the purpose of a speech, organizing the ideas and delivering the speech: Practice delivering the speech. Suggested Topics :Like 1. Promotion of awareness among high school students towards career in hospitality Industry. 2 Effective Communication for successful career etc

Introduction to Group Discussion Techniques with Debate and Extempore, Employment Interview,

**Dialogue Writing** focusing situations in hospitality sector. Hotel Terminology.

Practical aspects like:

1. Practicing role-play
2. Organize group discussion on: how to succeed in an interview
3. Organize debate competition.

### Suggested Reading:

- Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
- Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication- K.K.Sinha
- Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
- How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
- Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
- Body Language By Allan Pease, Publisher Sheldon Press

- Business Correspondence and Report Writing", Sharma, RC. and Mohan, K., Tata McGraw Hill, 1994 "Model Business Letters", Gartside, L., Pitman, 1992
- Communications in Tourism & Hospitality, Lynn Van Oer Wagen, Hospitality Press

### **11 DHK 206- INDUSTRIAL TRAINING**

External Marks Report: 100

Practical: 50

Duration of Exposure: 4 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel. 03 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager / Concerned Officer of the unit trained in. Industrial Exposure will require an input of 28 working days. Students who are unable to complete a minimum of 15 days of industrial training would be disallowed from appearing in the term end examinations. Students who complete more than 15 days of industrial exposure but are unable to complete minimum 21 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected / deputed for industrial exposure by the institute, he/she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel / training unit to other of their own. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure in both semesters.

#### **Training Schedule:**

Concerned Area of Diploma As applicable – 4 Weeks (Front Office: 4 weeks; Food and Beverage Service: 4 weeks, Food Production: 4 weeks; Housekeeping 4 Weeks) Total : 4 weeks

#### **Academic Credits for training shall be based on following**

Log books and attendance, Appraisals, Report and presentation.

All trainees must ensure that the log books and appraisals are signed by the departmental / sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a hand written report (about 5000 words) on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned / observed. (*Refer to What to Observe Sheets for more details.*)

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook. ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report in the concerned Department.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure

## **WHAT TO OBSERVE**

### **Housekeeping**

#### **LINEN & UNIFORM**

1. Learn to identify the linen / uniform by category/size even when in fold
2. Study the Pest Control procedure followed & learns how the linen/uniform is preserved against mildew
3. Observe system & quantum of Linen Exchange with Laundry, Room, and Restaurants
4. Note the discard procedure & observe the percentage of discard
5. Observe procedure for exchange of uniforms and linen
6. Note procedure followed for uniform/linen exchange after closing hours
7. Note arrangement of linen/uniforms systematically in shelves/hangers.
8. Understand the need & use of par stocks maintained
9. Study total number and variety of items

#### **ROOMS**

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom and bathroom. Understand the procedure for procurement and replenishment of guest supplies
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guests facilities e.g. telephone, channel music, A/C, T. V. etc

6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleanliness in the corridors and other Public areas on the floors
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other services (like shoe shine etc.)

#### **THE CONTROL DESK**

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handling of work during peak hours
6. Observe the formats used by the department and study various records maintained

#### **PUBLIC AREA**

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency



9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

**ONE YEAR DIPLOMA IN F & B SERVICES  
Curriculum and Scheme of Examination**

The course will be divided into 2 semesters

**FIRST SEMESTER**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DFB 101	Food Production –I	80	20	50	150
11 DFB 102	Food Service - I	80	20	50	150
11 DFB 103	Menu Planning	80	20		100
11 DFB 104	Front Office -1	80	20	50	150
11 DFB 105	Application of Computers	80	20	50	150
11 DFB 106	Personality Development	-	50	50	100
		400	150	250	800

**II Semester**

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFB 201	Food Production - II	80	20	50	150
11 DFB 202	F&B Service -II	80	20	50	150
11 DFB 203	Banquet Operations	80	20		100
11 DFB 204	Industrial Training	100		50	150
11 DFB 205	Business Communication	80	20	-	100
11 DFB 206	Bar & Beverage Operations	80	20	50	150
		500	150	300	800

### 11 DFB 101 – FOOD PRODUCTION -1

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

- Unit – 1** **Cooking:** –Introduction, Definition, and its importance.  
**Hygiene:** introduction, importance and types.  
 Qualities of F&B production employees
- Unit- 2** **Handling kitchen accidents** e.g. burns, cuts, fractures and Heart attack.  
**Fire:** Introduction, Types and how to extinguish different types of fire  
**Basic food nutrients, their importance and effect of heat on these.**
- Unit- 3** **Ingredients used in cooking-I:** Cereals and Grains, Fruits and Vegetables, and Sweeteners- Types, Purchasing and Storing considerations.
- Unit- 4** **Ingredients used in cooking-II:** Egg, Milk and Milk Products, Salt and Oil & Fat - Introduction, Types, Purchasing and Storing considerations.

#### Practical

01. Proper usage of a kitchen knife and hand tools
02. Understanding the usage of small equipments
03. Familiarization, identification of commonly used raw material
04. Basic hygiene practices to be observed in the kitchen
05. First aid for cuts & burns

### 11 DFB 102- FOOD & BEVERAGE SERVICE -I

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

#### Theory

- Unit – 1 F&B Services:** –Introduction, Importance, Function, Sections  
Classification of catering establishment- commercial and non commercial
- Unit- 2 Departmental Organization & Staffing** – Organization Structure of F&B  
Services in different types of Hotels.  
Job Descriptions and Job specifications of different F&B service positions,  
attributes of F&B personnel
- Unit- 3 Food & Beverage Service equipments:** Introduction, Classification  
and features.
- Unit-4 Food & Beverage Service Methods:** Introduction, Classification and  
features.

#### Practical:

- Personal grooming
- Knowledge of equipments
- Knowledge of various food service methods
- F&B service terminology

#### Suggested Readings:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Gramh Brown, Publisher: Global Books & Subscription Services New Delhi

## 11 DFB 103- MENU PLANNING

External Marks: 80  
Internal Marks: 20  
Practical: 50  
Time : 3 Hrs

### Theory

#### Unit-1

Menu: Introduction, Types-Ala Carte & Table D'hote, Menu Planning, considerations and constraints, Menu Terms, Menu Design

#### Unit-2

Classical French Menu, Classical Foods & its Accompaniments with Cover

#### Unit-3

Banquet/ Function Menu: Buffet: Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning,

#### Unit-4

Menu Management: Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering,

### Practical

#### 01 METHODS OF SERVICES AND CLEARENCE

- (i) Table laying for different meals & Re laying
- (ii) Set up & Service of water, juices, soft, drinks squashes , syrups.
- (iii) Table d' hôte cover and A la carte cover.
- (iv) Services of Food:-Soup, Meat, Fish, Potatoes, Vegetables, Sweets, Cheese.
- (v) Service of Tea & Coffee, including accompaniments.
- (vi) Services of cigars & cigarettes
- (vii) Changing of dirty Ash tray.

#### Suggested Readings:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

## 11 DFB 104- FRONT OFFICE -I

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Theory:**

**Unit 1:**

Tourism Industry: Introduction, 5 A's of tourism, Hospitality Industry: Introduction, origin and its nature, Development and growth in India

**Unit 2:**

Accommodation Industry, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others.

**Unit 3:**

Organization structure of hotels, Various departments and sub-departments in a hotel, Their profile and activities.

**Unit 4:**

Front Office: Functions and its importance, Different sections of the front office department and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier.

Inter and intra-department coordination

**(Practical)**

- Know DO'S and Don'ts of conducting themselves in the front office
- Personal grooming
- Knowledge of equipments
- Inter department and intra department co-ordination/linkages
- Handling situations
- Front office terminology

**Suggested Readings:**

- 1) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- 9) Check in Check out- Jerome Vallen
- 10) Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley Internatioanl

**11 DFB 105 Application of Computers**

External Marks: 80  
Internal Marks: 20  
Practical: 50  
Time : 3 Hrs

### **Unit I**

#### **Introduction to Computers**

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotel.

### **Unit II**

#### **Introduction to Computer Hardware's**

Components of Computers-Hardware: Hardware elements - input, storage, processing & output devices. Block diagram of computer,

### **Unit II**

#### **Introduction to Computer Software's**

Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS-Word. MS-Excel and MS-Power Point;

### **Unit IV**

#### **Introduction to Internet**

Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing).Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines.

#### **Suggested Readings:**

Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.  
June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.  
Comer 4e, Computer networks and Internet, Pearson Education  
White, Data Communications & Computer Network, Thomson Learning, Bombay.

## **11 DFB 106– PERSONALITY DEVELOPMENT**

Internal Practical: 100  
Time : 3 Hrs

- **Personality Enrichment**
- Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening

- **Stress Management**
- Meaning, purpose, techniques
  
- **Personality Development Strategies**
- Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of ‘Small Talk’ before serious business
  
- **Interpersonal Skills**
- Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place
  
- **Group Discussion**
- Team behavior, how to effectively conduct yourself during GD, do’s and don’ts, clarity of thoughts and its expression
  
- **Telephone conversation**
- Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent
  
- **Basic concept of Recruitment and Selection**
- Intent and purpose, selection procedure, types of interviews
  
- **Preparing for interviews**
- Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions
  
- **Facing an interview panel**
- Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, mental frame – work during interviews
  
- **Presentation**
- Presentation skills, seminar skills role – plays
  
- **Electronic Communication Techniques:** E mail, Fax,
  
- **Travel & Hospitality Etiquettes:** Bus , Train, Flight, Hotel Manners

**Suggested Readings:**

- Personal management and Human Resources, by C.S. Venkata Ratanam and B.K. Srivastava, Published by Tata McGraw Hill Publishing Ltd. New Delhi
- Human Behaviour at Work, By : Keith Davis, Published By : Tata McGraw Hill Pub. Ltd. N. Delhi
- Im OK, You re OK, by : Thomas A. Harris, Published By : Pan Books, London and Sydney

- Pleasure of your Company, by : Ranjana Salgaocar, Published By : Pyramid Publishers, Goa
- How to get the job you want, by : Arun Agarwal, Published By : Vision Books, New Delhi
- Get That Job, Rohit Anand & Sanjeev Bikhchandani, Harper Collins
- How to succeed at interviews, by : Sudhir Andrews, Published By : Tata McGraw Hill Pub. N. Delhi
- Interview for all competitive exams, G.K. Puri, Published by : I.I.M, Near Masjid Road, New Delhi
- Introduction to Hospitality Industry – Bagri & Dahiya, Aman Publications New Delhi
- Interview in a nutshell, S.K. Sachdeva, Published by : Competition Review Pvt. Ltd. New Delhi

## 11 DFB 201- FOOD PRODUCTION –II

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### Theory

- Unit – 1**      **Equipments-** Introduction, Classifications, use and Selection criterion  
**Fuel-** Introduction, Types, characteristics, advantages and disadvantages.  
**Pre-preparation techniques:** Introduction, types and their detail.
- Unit- 2**      **Cooking Methods-I:** introduction, types and their detailed description (Moist cooking methods).  
**Cooking Methods-II:** Introduction, types and their detailed description (Dry and Oil/Fat cooking methods).
- Unit- 3**      **Hotel Kitchen:** Introduction and its sections.  
**Food Production Organisational Hierarchy:** introduction, duties and responsibilities of staff.
- Unit-4**      **Cuisine:** Concept.  
**Indian Cuisine:** Introduction, main ingredients used and special features.



**French Cuisine:** Introduction, main ingredients used and special features.

**Practical**

- Knowledge of cooking ingredients.
- Knowledge of basic first aid
- Knowledge of equipments.
- Knowledge of Fuels.
- Knowledge of pre-preparation techniques.
- Knowledge of various cooking methods.
- Preparation of Indian and French dishes.
- F&B production terminology.

**Suggested Readings:**

1. Art of Indian Cookery, Rocky Mohan, Roli Prasad
2. Cooking with Masters, J. Inder Singh Kalra, Allied
3. Modern Cookery (Vol-I) For Teaching & Trade, Philip E. Thangam, Orient Longman Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
4. The Complete Guide to the Art of Modern Cookery, Escoffier

**11 DFB 202- FOOD & BEVERAGE SERVICE -II**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Theory**

- Unit – 1** **Menu:** –Introduction, Importance, and Types (detailed description of each type): A la Carte &TDH, Factors affecting menu item selection. French Classical Menu
- Unit- 2** **Non Alcoholic Beverages:** Classification & Services, Storage.
- Unit- 3** **Breakfast Service:** Introduction, types, features, table layouts and service.  
KOT
- Unit-4** **Room Service:** Introduction, Organisation, Cycle, Equipments, Types, Menu and various forms.

**Practical:**

- Various Menu services, their table layouts and service sequences for:

- A La Carte and TDH
- Room Service
- Breakfast
- **BREAKFAST SERVICES PRACTICAL**
  - (i) Laying of Different type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
  - (ii) Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:** - Trolley Tray Breakfast set up and service for rooms.

**Suggested Readings:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

**11 DFB 203- BANQUET OPERATIONS**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Theory**

**Unit-1**

Banqueting – the need to have banquet facilities, scope, purpose, menus and price structures, Types of banquet layouts

**Unit-2**

Types of banquet equipment, furniture and fixtures, Types of menus and promotional material maintained

### **Unit-3**

Types of functions and services, To study staffing i.e. number of service personnel required for various functions.

### **Unit-4**

Safety practices built into departmental working of Banquets, Cost control, Par stock maintained (glasses, cutlery, crockery etc.), Store room - stacking and functioning

#### **Practical:**

- Buffet Lay -up, theme Buffets set up
- Handling parties
- Role Plays & Situation handling in functions

#### **Suggested Readings:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

## **11 DFB 204- INDUSTRIAL TRAINING**

External Report: 100

Practical: 50

Duration of Exposure: 4 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel. 03 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager / Concerned Officer of the unit trained in. Industrial Exposure will require an input of 28 working days. Students who are unable to complete a minimum of 15 days of industrial training would be disallowed from appearing in the term end examinations. Students who complete more than 15 days of industrial exposure but are unable to complete minimum 21 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected / deputed for industrial exposure by the institute, he/she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel / training unit to other of IHTM/Diploma/Batch 2011 Onwards

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their own. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure in both semesters.

**Training Schedule:**

Concerned Area of Diploma As applicable – 4 Weeks (Front Office: 4 weeks; Food and Beverage Service: 4 weeks, Food Production: 4 weeks; Housekeeping 4 Weeks) Total : 4 weeks

**Academic Credits for training shall be based on following**

Log books and attendance, Appraisals, Report and presentation.

All trainees must ensure that the log books and appraisals are signed by the departmental / sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a hand written report (about 5000 words) on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned / observed. (*Refer to What to Observe Sheets for more details.*)

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook. ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report in the concerned Department.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure

**WHAT TO OBSERVE**

**Food & Beverage Service**

**BANQUETS**

1. What is banqueting – the need to have banquet facilities, scope, purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.

7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used-their different makes and sizes
11. Par stock maintained (glasses, cutlery, crockery etc.)
12. Store room - stacking and functioning

## **RESTAURANTS**

1. Taking orders, placing orders, service and clearing
2. Taking handover from the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and other service accessories kept at the station
14. K.O.T. handling, check preparation, ordering and the timely pickup

## **BAR**

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f& b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures

7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drinks made by the bar tender

### **ROOM SERVICE/ INROOM DINNING**

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedures
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

## 11 DFB 205- BUSINESS COMMUNICATION

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### UNIT-I

#### COMMUNICATION –TYPES & PROCESS

Introduction, definitions, Process of communication, Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way, Mediums of communication, Listening, Barriers to Communication

### UNIT-II

#### WRITTEN COMMUNICATION

Business report, business representation, formal letter. Drafting effective letter, formats, style of writing, Use of jargons. Handling meetings: Types of meetings, Structuring a meeting: agenda and minutes, Conducting a meeting.

### UNIT-III

#### SPEECHES

Drafting, a speech, presentation, Personal grooming, Paragraphs and creative writing, Extempore

### UNIT – IV

#### GROUP PRESENTATION

Realizing the difference between a team and a group. Audience orientation, group projects.

Planning a presentation - Mind Mapping, Theme, Subject, Handling question and feedback.

#### Practical's:

**Remedial Grammar:** Agreement of verb and subject; Nouns: singular or plural? Some special cases; The partitive use of *of* ; Tenses: Simple and progressive (continuous) forms of the present tense, simple and progressive forms of the past tense, the progressive form of the perfect and tense with since; the courtesy words *please* and *thank you* ; Dates and The Time.

**Listening On The Job:** Definition, importance and types of listening, Listening barriers, Guidelines for effective listening. **Effective Speaking:** Addressing a group, Essential qualities of a good speaker, Audience analysis, Defining the purpose of a speech, organizing the ideas and delivering the speech: Practice delivering the speech. Suggested Topics :Like 1. Promotion of awareness among high school students towards career in hospitality Industry. 2 Effective Communication for successful career etc

Introduction to Group Discussion Techniques with Debate and Extempore, Employment Interview,

**Dialogue Writing** focusing situations in hospitality sector. Hotel Terminology.

Practical aspects like :

1. Practicing role-play
2. Organize group discussion on : how to succeed in an interview
3. Organize debate competition.

**Suggested Reading:**

- Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
- Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication- K.K.Sinha
- Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
- How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
- Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
- Body Language By Allan Pease, Publisher Sheldon Press
- Business Correspondence and Report Writing", Sharma, RC. and Mohan, K., Tata McGraw Hill, 1994 "Model Business Letters", Gartside, L., Pitman, 1992
- Communications in Tourism & Hospitality, Lynn Van Oer Wagen, Hospitality Press

**11 DFB 206- BAR & BEVERAGE OPERATIONS**

External Marks: 80

Internal Marks: 20

Practical: 50

**Unit-1**

Bar: Introduction, Types, Layout, Equipments Used

**Unit-2**

Licenses, Staffing, job description, job specification, Bar Menus

**Unit-3**

Non Alcoholic Beverages: Introduction, definitions and classification, Service

**Unit-4**

Alcoholic Beverages – Introduction, Types, Classification and Brief Overview of Wines, Beer, Spirits

**Practical**

01Service of Alcoholic Beverages :- Wines, Spirits.

02Opening & closing of wines corks (Champagne, Red & White wines )



- 03. Service of Spirits & Liqueurs
- 04. Bar setup and operations
- 05. Cocktail Mocktail Preparation, presentation and service

### **.Books Recommended**

- Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

## **ONE YEAR DIPLOMA IN FOOD PRODUCTION Curriculum and Scheme of Examination**

The course will be divided into 2 semesters

### **FIRST SEMESTER**

<b>Paper</b>	<b>Nomenclature</b>	<b>External</b>	<b>Internal assessment</b>	<b>Internal Practical</b>	<b>Total</b>
11 DFP 101	Food Production –I	80	20	50	150
11 DFP 102	Food Service - I	80	20	50	150
11 DFP 103	Menu Planning	80	20		100
11 DFP 104	Front Office -I	80	20	50	150
11 DFP 105	Application of Computers	80	20	50	150
11 DFP 106	Personality Development	-	50	50	100
		400	150	250	800

### **II Semester**

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFP 201	Food Production - II	80	20	50	150
11 DFP 202	F&B Service -II	80	20	50	150
11 DFP 203	Food Production Operation -1	80	20		100
11 DFP 204	Industrial Training			150	150
11 DFP 205	Business Communication	80	20	-	100
11 DFP 206	Food Production Management	80	20	50	150
		400	100	300	800

### 11 DFP 101 – FOOD PRODUCTION -1

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

- Unit – 1** **Cooking:** –Introduction, Definition, and its importance.  
**Hygiene:** introduction, importance and types.  
 Qualities of F&B production employees
- Unit- 2** **Handling kitchen accidents** e.g. burns, cuts, fractures and Heart attack.  
**Fire:** Introduction, Types and how to extinguish different types of fire  
**Basic food nutrients, their importance and effect of heat on these.**
- Unit- 3** **Ingredients used in cooking-I:** Cereals and Grains, Fruits and Vegetables, and Sweetners- Types, Purchasing and Storing considerations.
- Unit- 4** **Ingredients used in cooking-II:** Egg, Milk and Milk Products, Salt and Oil & Fat - Introduction, Types, Purchasing and Storing considerations.

#### Practical

01. Proper usage of a kitchen knife and hand tools
02. Understanding the usage of small equipments
03. Familiarization, identification of commonly used raw material
04. Basic hygiene practices to be observed in the kitchen
05. First aid for cuts & burns

**Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef ( 4<sup>th</sup> Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

**11 DFP 102- FOOD & BEVERAGE SERVICE - I**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Theory**

- Unit – 1**      **F&B Services:** –Introduction, Importance, Function, Sections  
Classification of catering establishment- commercial and non commercial
- Unit- 2**      **Departmental Organization & Staffing** – Organization Structure of F&B  
Services in different types of Hotels.  
Job Descriptions and Job specifications of different F&B service positions,  
attributes of F&B personnel
- Unit- 3**      **Food & Beverage Service equipments:** Introduction, Classification  
and features.
- Unit-4**      **Food & Beverage Service Methods:** Introduction, Classification and  
features.

**Practical:**

- Personal grooming
- Knowledge of equipments
- Knowledge of various food service methods
- F&B service terminology

**Suggested Readings:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

**11 DFP 103- MENU PLANNING**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Theory**

**Unit-1**

Menu: Introduction, Types-Ala Carte & Table D'hote, Menu Planning, considerations and constraints, Menu Terms, Menu Design

**Unit-2**

Classical French Menu, Classical Foods & its Accompaniments with Cover

**Unit-3**

Banquet/ Function Menu: Buffet: Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning,

**Unit-4**

Menu Management: Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering,

**Practical**

## 01 METHODS OF SERVICES AND CLEARENCE

- (i) Table laying for different meals & Re laying
- (ii) Set up & Service of water, juices, soft, drinks squashes , syrups.
- (iii) Table d' hôte cover and A la carte cover.
- (iv) Services of Food:-Soup, Meat, Fish, Potatoes, Vegetables, Sweets, Cheese.
- (v) Service of Tea & Coffee, including accompaniments.
- (vi) Services of cigars & cigarettes
- (vii) Changing of dirty Ash tray.

### Suggested Readings:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

## 11 DFP 104- FRONT OFFICE -I

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### Theory:

#### Unit 1:

Tourism Industry: Introduction, 5 A's of tourism, Hospitality Industry: Introduction, origin and its nature, Development and growth in India

#### Unit 2:

Accommodation Industry, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others.

#### Unit 3:

Organization structure of hotels, Various departments and sub-departments in a hotel, Their profile and activities.

**Unit 4:**

Front Office: Functions and its importance, Different sections of the front office department and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier.

Inter and intra-department coordination

**(Practical)**

- Know DO'S and Don'ts of conducting themselves in the front office
- Personal grooming
- Knowledge of equipments
- Inter department and intra department co-ordination/linkages
- Handling situations
- Front office terminology

**Suggested Readings:**

- 1) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- 9) Check in Check out- Jerome Vallen
- 10) Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley Internatioanl

**11 DFP 105 Application of Computers**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

**Unit I**

**Introduction to Computers**

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotel.

**Unit II**

**Introduction to Computer Hardware's**

Components of Computers-Hardware: Hardware elements - input, storage, processing & output devices. Block diagram of computer,

## **Unit II**

### **Introduction to Computer Software's**

Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS-Word. MS-Excel and MS-Power Point;

## **Unit IV**

### **Introduction to Internet**

Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing).Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines.

### **Suggested Readings:**

Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.

June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.

Comer 4e, Computer networks and Internet, Pearson Education

White, Data Communications & Computer Network, Thomson Learning, Bombay.

## **11 DFP 106– PERSONALITY DEVELOPMENT**

Internal Practical: 100

Time : 3 Hrs

- **Personality Enrichment**
- Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening
- **Stress Management**
- Meaning, purpose, techniques
- **Personality Development Strategies**
- Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business

- **Interpersonal Skills**
- Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place
- **Group Discussion**
- Team behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression
- **Telephone conversation**
- Thumb rules, voice modulation, tone, do's & don'ts, manners and accent
- **Basic concept of Recruitment and Selection**
- Intent and purpose, selection procedure, types of interviews
- **Preparing for interviews**
- Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions
- **Facing an interview panel**
- Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, mental frame – work during interviews
- **Presentation**
- Presentation skills, seminar skills role – plays
- **Electronic Communication Techniques:** E mail, Fax,
- **Travel & Hospitality Etiquettes:** Bus , Train, Flight, Hotel Manners

**Suggested Readings:**

- Personal management and Human Resources, by C.S. Venkata Ratanam and B.K. Srivastava, Published by Tata McGraw Hill Publishing Ltd. New Delhi
- Human Behaviour at Work, By : Keith Davis, Published By : Tata McGraw Hill Pub. Ltd. N. Delhi
- Im OK, You re OK, by : Thomas A. Harris, Publihed By : Pan Books, London and Sydney
- Pleasure of your Company, by : Ranjana Salgaocar, Published By : Pyramid Publishers, Goa
- How to get the job you want, by : Arun Agarwal, Published By : Vision Books, New Delhi
- Get That Job, Rohit Anand & Sanjeev Bikhachandani, Harper Collins
- How to succeed at interviews, by : Sudhir Andrews, Published By : Tata McGraw Hill Pub. N. Delhi



- Interview for all competitive exams, G.K. Puri, Published by : I.I.M, Near Masjid Road, New Delhi
- Introduction to Hospitality Industry – Bagri & Dahiya, Aman Publications New Delhi
- Interview in a nutshell, S.K. Sachdeva, Published by : Competition Review Pvt. Ltd. New Delhi

## 11 DFP 201- FOOD PRODUCTION –II

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### Theory

- Unit – 1**      **Equipments-** Introduction, Classifications, use and Selection criterion  
**Fuel-** Introduction, Types, characteristics, advantages and disadvantages.  
**Pre-preparation techniques:** Introduction, types and their detail.
- Unit- 2**      **Cooking Methods-I:** introduction, types and their detailed description (Moist cooking methods).  
**Cooking Methods-II:** Introduction, types and their detailed description (Dry and Oil/Fat cooking methods).
- Unit- 3**      **Hotel Kitchen:** Introduction and its sections.  
**Food Production Organisational Hierarchy:** introduction, duties and responsibilities of staff.
- Unit-4**      **Cuisine:** Concept.

**Indian Cuisine:** Introduction, main ingredients used and special features.

**French Cuisine:** Introduction, main ingredients used and special features.

### Practical

- Knowledge of cooking ingredients.
- Knowledge of basic first aid
- Knowledge of equipments.
- Knowledge of Fuels.
- Knowledge of pre-preparation techniques.
- Knowledge of various cooking methods.
- Preparation of Indian and French dishes.
- F&B production terminology.

### Suggested Readings:

- Art of Indian Cookery, Rocky Mohan, Roli Prasad
- Cooking with Masters, J. Inder Singh Kalra, Allied
- Modern Cookery (Vol-I) For Teaching & Trade, Philip E. Thangam, Orient Longman Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier

## 11 DFP 202- FOOD & BEVERAGE SERVICE -II

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

### Theory

- Unit – 1** **Menu:** –Introduction, Importance, and Types (detailed description of each type): A la Carte &TDH, Factors affecting menu item selection. French Classical Menu
- Unit- 2** **Non Alcoholic Beverages:** Classification & Services, Storage.
- Unit- 3** **Breakfast Service:** Introduction, types, features, table layouts and service.  
KOT
- Unit-4** **Room Service:** Introduction, Organisation, Cycle, Equipments, Types, Menu and various forms.

**Practical:**

- Various Menu services, their table layouts and service sequences for:
  - o A La Carte and TDH
  - o Room Service
  - o Breakfast
- **BREAKFAST SERVICES PRACTICAL**
  - (i) Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
  - (ii) Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:** - Trolley Tray Breakfast set up and service for rooms.

**Suggested Readings:**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

**11 DFP 203- FOOD PRODUCTION OPERATION-1**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

- Unit-1** **Larder-** Introduction and importance in hotel kitchens. Equipments  
**Fish-** Introduction, Types, Selection criterion, Nutritional value, and Cuts.  
**Poultry-** Introduction, Types, Selection criterion, Nutritional value, and Cuts.
- Unit – 2** **Lamb/Mutton-** Introduction, Types, Selection criterion, Nutritional value, and Cuts.  
**Beef/Veal and Pork-** Introduction, Types, Selection criterion, Nutritional value, and Cuts.
- Unit-3** **Stock-** Introduction, Classification, and their recipes  
**Soup-** Introduction, Classification, and their recipes
- Unit – 4** **Sauce-** Introduction, Classification, and their recipes

### **.Practical**

- Knowledge of Types, Selection criterion, Nutritional value, and Cuts of Fish, Lamb/Mutton, Pork, and Beef/Veal.
- Preparation of Stocks.
- Preparation of Soups.
- Preparation of Sauces.
- F&B production terminology

### **Books Recommend**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef ( 4<sup>th</sup> Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Food Heritage of India-vimal patil
- Indian Recipes- Vincent Joseph
- Favourite Indian Desserts- Roli Books

### **11 DFP 204- INDUSTRIAL TRAINING**

External Marks Report: 100

Practical: 50

Duration of Exposure: 4 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel. 03 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager / Concerned Officer of the unit trained in. Industrial Exposure will require an input of 28 working days. Students who are unable to complete a minimum of 15 days of industrial training would be disallowed from appearing in the term end examinations. Students who complete more than 15 days of industrial exposure but are unable to complete minimum 21 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected / deputed for industrial exposure by the institute, he/she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel / training unit to other of

their own. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure in both semesters.

**Training Schedule:**

Concerned Area of Diploma As applicable – 4 Weeks (Front Office: 4 weeks; Food and Beverage Service: 4 weeks, Food Production: 4 weeks; Housekeeping 4 Weeks) Total : 4 weeks

**Academic Credits for training shall be based on following**

Log books and attendance, Appraisals, Report and presentation.

All trainees must ensure that the log books and appraisals are signed by the departmental / sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a hand written report (about 5000 words) on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned / observed. (*Refer to What to Observe Sheets for more details.*)

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook. ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report in the concerned Department.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure

**WHAT TO OBSERVE**

**F&B Production**

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling

9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la carte orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe / Leftover Cooking

### **11 DFP 205- BUSINESS COMMUNICATION**

External Marks: 80

Internal Marks: 20

Practical: 50

Time : 3 Hrs

#### **UNIT-I**

##### **COMMUNICATION –TYPES & PROCESS**

Introduction, definitions, Process of communication, Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way, Mediums of communication, Listening, Barriers to Communication

#### **UNIT-II**

##### **WRITTEN COMMUNICATION**

Business report, business representation, formal letter. Drafting effective letter, formats, style of writing, Use of jargons. Handling meetings: Types of meetings, Structuring a meeting: agenda and minutes, Conducting a meeting.

#### **UNIT-III**

##### **SPEECHES**

Drafting, a speech, presentation, Personal grooming, Paragraphs and creative writing, Extempore

#### UNIT – IV

##### GROUP PRESENTATION

Realizing the difference between a team and a group. Audience orientation, group projects.

Planning a presentation - Mind Mapping, Theme, Subject, Handling question and feed back.

##### Practical's:

**Remedial Grammar:** Agreement of verb and subject; Nouns: singular or plural? Some special cases; The partitive use of *of* ; Tenses: Simple and progressive (continuous) forms of the present tense, simple and progressive forms of the past tense, the progressive form of the perfect and tense with since; the courtesy words *please* and *thank you* ; Dates and The Time.

**Listening On The Job:** Definition, importance and types of listening, Listening barriers, Guidelines for effective listening. **Effective Speaking:** Addressing a group, Essential qualities of a good speaker, Audience analysis, Defining the purpose of a speech, organizing the ideas and delivering the speech: Practice delivering the speech. Suggested Topics :Like 1. Promotion of awareness among high school students towards career in hospitality Industry. 2 Effective Communication for successful career etc

Introduction to Group Discussion Techniques with Debate and Extempore, Employment Interview,

**Dialogue Writing** focusing situations in hospitality sector. Hotel Terminology.

Practical aspects like :

1. Practicing role-play
2. Organize group discussion on : how to succeed in an interview
3. Organize debate competition.

##### Suggested Reading:

- Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
- Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication- K.K.Sinha
- Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
- How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books

- Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
- Body Language By Allan Pease, Publisher Sheldon Press
- Business Correspondence and Report Writing", Sharma, RC. and Mohan, K., Tata McGraw Hill, 1994 "Model Business Letters", Gartside, L., Pitman, 1992
- Communications in Tourism & Hospitality, Lynn Van Oer Wagen, Hospitality Press

## 11 DFP 206- FOOD PRODUCTION MANAGEMENT

External Marks: 80

Internal Marks: 20

Practical: 50

### Theory

- Unit – 1**      **Cake** - Introduction, Ingredients, types and Methods of making.
- Unit – 2**      **Pastry**- Introduction, Ingredients, types and Methods of making.
- Unit – 3**      **Kitchen:** Layout types and work flow.  
**Food Production Systems:** introduction and types with details.
- Unit- 4**      **Food Quality:** Concept and introduction of various Food Quality programmes (special emphasis on BS EN ISO 9002:1994)  
**HACCP:** Introduction, Importance, Principles and their implementation.

### Practical

- Knowledge of pre-preparation techniques.
- Knowledge of various cooking methods.
- Knowledge of preparation techniques of Cakes.
- Knowledge of preparation techniques of pastries.
- Planning Kitchen for various types of hotels.
- Preparing HACCP documents.
- Preparing Food and Beverage Cost Controlling forms.

### Books Recommended

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Classical food preparation & presentation, WKH. Bode Classical Recipes of the World, Smith, He
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu



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- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Larder-Chef, MJ. Leto & WH.K. Bode, Butterworth Heinemann Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
- The Professional Chef ( 4<sup>th</sup> Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers